



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

Position Number - Numéro du poste	Position Title - Titre du poste Border Services Officer	
Position Classification - Classification du poste FB 03	National Occupation Code - Code national des professions	
Department/Agency - Ministère/organisme Canada Border Services Agency		Effective Date - Date d'entrée en vigueur 2007-02-21
Organizational Component - Composante organisationnelle Operations Branch		
Geographic Location - Lieu géographique NATIONAL	Job/Generic Number - Numéro d'emploi / de générique FBC012	
Supervisor Position Number - Numéro du poste du surveillant	Supervisor Position Title - Titre du poste du surveillant	
Supervisor Position Classification - Classification du poste du surveillant		
Language Requirements - Exigences linguistiques		Linguistic Profile - Profil linguistique
Communication Requirements - Exigences en matière de communication		
Office Code - Code de bureau	Security Requirements - Exigences en matière de sécurité	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.

J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.

Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Signature of Supervisor - Signature du surveillant

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an

offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. As a team member conducting Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Assignments to these teams can range in duration from one day to many months. There is an integral and continuous daily requirement to view computer screens and to use a keyboard, concentrate on reading body language and watching and listening to peoples' responses. There is an occasional requirement to use instruments including x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



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## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

Position Number - Numéro du poste		Job Title - Titre du poste <b>CBSA Officer Trainee (Developmental)</b>	
Job Classification - Classification du poste <b>FB-02</b>	Job Type - Type d'emploi		Effective Date - Date d'entrée en vigueur <b>May 6, 2013</b>
	Headquarters <input type="checkbox"/> Adm. centrale National	Regional <input type="checkbox"/> Régional National <input checked="" type="checkbox"/>	
Department/Agency - Ministère/organisme <b>Canada Border Services Agency</b>	Functional Authority - Autorité fonctionnelle		National Occupation Code - Code national des professions <b>1228</b>
Organizational Component - Composante organisationnelle			
Rating - Cotation (i.e. (degree)points+(degree)points) <b>(2)030+(2)030+(2)025+(3)070+(1)010+(2)030+(C3)030+(3)010+(3)020+(3)010+(2)010=275</b>			
Geographic Location - Lieu géographique		Job/Generic Number - Numéro d'emploi / de générique <b>FBC058 / 20034554</b>	
Special Instructions - Instructions spéciales			
Supervisor Position Number - Numéro du poste du surveillant		Supervisor Position Title - Titre du poste du surveillant	
Supervisor Position Classification - Classification du poste du surveillant			

*This generic work description (GWD) covers all modes of operational functions: Travellers, Commercial, and Inland. In applying a GWD to a position the general rule is that it should represent around 80% of what is performed; there may be some aspects that not all positions at that level perform but generally it represents the nature and range of work. Since it encompasses a range of positions performing similar but not identical work not all jobs will perform all the functions in the work description.*



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## **Organizational Context and Criteria**

As part of the Officer Induction Development Program (OIDP), CBSA Officer Trainees will report directly to the Superintendent or Supervisor. These positions are under the guidance of BSOs, Superintendents and/or Supervisors. The position covers all modes of operational functions, i.e. Travellers, Commercial and Inland, to gain operational experience, increase operational knowledge and consistently demonstrate the ability to apply analytical communication and decision making skills. Trainees deliver excellent, timely service that is courteous, professional and takes into account the expectations of a diverse clientele, while respecting the service standards, values and ethics and code of conduct set by the CBSA and the federal public service. Trainees maintain vigilance and perform thorough interviews, referrals, targeting, examination and enforcement actions, and identifies and interdicts high risk activities effectively, safely, with integrity and professional fortitude and in accordance with CBSA policies and procedures. Competence is demonstrated with inspecting and examining people, documents, mail, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. Trainees contribute to a work climate that is conducive to positive relationships with colleagues, supervisors, partners, other government departments and clients by demonstrating, through words and actions, the CBSA values of integrity, respect and professionalism. Trainees commit to lifelong learning in day to day work, keeping abreast of, and understanding, the CBSA context and realities, and actively contribute to a healthy and safe work environment.

Duties assigned will be varied throughout the developmental phase to gain experience and demonstrate the ability to apply competencies to the operational environment. The duties assigned will be based on balancing operational need with available developmental opportunities.

## **Client Service Results - Résultats axés sur le service à la clientèle**

As part of the CBSA's officer induction development program, and under general guidance, CBSA Officer Trainees will acquire the operational experience and competencies to consistently demonstrate the ability to apply technical knowledge, analytical, communication and decision making skills required, at the working level, to provide border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic, the identification and prevention of entry of people and goods that pose a potential risk, and the detention and removal of individuals who are inadmissible to Canada. Rotations through the different modes of operations may be assigned to deepen understanding and exposure to





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various operational service delivery situations. The duties assigned will be based on balancing operational need with available developmental opportunities.

## **Key Activities - Activités principales**

### ***As part of the developmental program; under the guidance of a Border Services Officer, Superintendent or Supervisor:***

Using well-established procedures, conducts case file duties, interviews, inspections, examinations, and verifications of people, goods and conveyances, both inside and outside CBSA offices, to reach facilitation or enforcement decisions, and when non-compliance is suspected or encountered to ensure compliance with the law.

Provide a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Builds, develops, and maintains collaborative relations, interactions and exchanges with clients and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods.

Responsible for observing and respecting all CBSA standard operating procedures, guidelines and manuals to maintain the quality of service and ensure efficient and timely decisions.

Completes learning and development requirements as prescribed by the developmental program. Responsible for soliciting feedback from learning activities and work activities, to confirm, clarify and ensure understanding of operational requirements to gain experience, grow knowledge, and sharpen decision making skills to become an effective Border Services Officer.



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### Employee's Statement – Déclaration de l'employé

I certify that I have received this work description. / J'atteste que j'ai reçu cette description de travail.

Name of Employee – Nom de l'employé

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

The Public Service Labour Relations Board Regulations provide employees with the right to submit a classification grievance within 35 calendar days from the date on which they are notified of a decision affecting the classification of their position.

Le Règlement de la Commission des relations de travail dans la fonction publique permettent aux employés(es) de présenter un grief de classification dans les 35 jours de calendrier suivant la réception de la décision affectant la classification de leur poste.

### Supervisor's Statement – Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor – Nom du surveillant

\_\_\_\_\_  
Signature of Supervisor – Signature du surveillant

\_\_\_\_\_  
Date

### Delegated Authority – Autorité délégué

I approve the responsibilities described in this work description and authorize its use in the location(s) indicated above.  
J'approuve les responsabilités décrites dans cette description de travail et j'autorise son utilisation à (aux) l'endroit(s) de travail mentionné(s) ci-dessus.

Name/Title – Nom/titre

**Camille Therriault-Power**  
**V.P. Human Resources Branch**

*Original signed on*

*May 31, 2013*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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## **Skill – Habiletés**

Basic fundamental and development of knowledge of the techniques and practices associated with conducting interviews and investigations, inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. The application and development of knowledge and experience is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe.

Fundamental understanding and application of knowledge of the legislation and standing operating procedures enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act, as well as basic knowledge of the other Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Fundamental understanding and application of knowledge of the Criminal Code and the Charter of Rights and Freedoms to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

Basic fundamental knowledge and understanding of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and complement each other in order to deliver CBSA's Admissibility and Enforcement programs. The incumbent is required to develop knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Basic knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions.

Basic knowledge and understanding of the role, programs and services of various non-government organizations and industry sector to properly assist clients or participate in work groups.



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Basic analytical skills in order to develop ability to analyze information obtained through observation, questioning, investigation, reviewing databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/ importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. The work must be carried out with professional fortitude, integrity, dignity and with the highest level of professionalism in order to uphold the ethical obligations. The work is done through the application of well-established procedures that sometimes has some complexity. At this level, the incumbent is developing skills to analyze situations and make decisions quickly.

Develops active listening and observation skills to question, advise and interview individuals. Assesses information to understand both content and intent and to detect missing information, errors and contradictions. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed.

Develops public speaking and presentation skills to ensure that oral communication is clear, concise and accurate to testify in legal proceedings. As part of the development of communication skills, furthers writing skills by writing concisely and clearly when completing notes, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

## **Effort – Efforts**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a duty firearm or baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. Learns to conduct Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Developmental assignments to these teams can range in duration from one day to many months. There is a daily requirement to view computer screens and to



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use a keyboard. As there is an occasional requirement to use contraband detection equipment, develops techniques on how to use instruments, including but not limited to x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

## **Responsibility – Responsabilités**

### ***As part of the developmental program; under the guidance of a Border Services Officer, Superintendent or Supervisor:***

The work requires learning how to conduct investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

The work requires learning how to build and maintain a network of working relationships through the spirit of diplomacy and mutual cooperation with colleagues, management, members of other law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travellers and goods. Recognizes and respects the contribution, cultures and success of others and overall, works to ensure an open, respectful and safe work environment.

The work requires providing information and explanation to clients, stakeholders and affiliated organizations on well-established issues so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members.

The work requires learning how to conduct enforcement activities, and when to apply various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. However, learns how to apply discretionary abilities to make decisions that are balanced, fair and will withstand a legal challenge.

The work requires learning how to quickly observe, question and analyze data and make a decision as to whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada.



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The work requires completing learning and development requirements, as prescribed by the developmental program.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease.

Working conditions include working various shifts, rotations, flexible hours, weekends and statutory holidays and overtime and wearing and maintaining a uniform, the required protective gear, firearms and defensive equipment associated with the job.

Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) of deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

The CBSA Officer Trainee developmental incumbent will be assigned various duties throughout the developmental phase to gain experience and demonstrate the ability to apply their skills and competencies to the operational environment. The duties assigned will be based on balancing operational need with available developmental opportunities.



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**PROTECTED A**

December 1, 2017

«First\_Name» «Last\_Name»  
«Address»

Dear «Salutation» «First\_Name» «Last\_Name»,

I am pleased to offer you a full time indeterminate appointment to the position noted in the attached Appendix A, in the Officer Induction Development (OID) Program, effective «Start\_Date».

Please refer to the Officer Induction Development (OID) Program guide previously provided to you for the terms and conditions of participation. The terms and conditions may evolve over time to adapt to changing operational requirements and organizational needs. Any changes to the OID Program will be communicated to you prior to coming into effect and will apply to all participants.

This offer of employment is conditional on you signing the enclosed Appendix A, where indicated, and satisfying all other requirements as set forth in this package. Your signature is an attestation that you clearly understand and undertake to comply with the terms and conditions of employment outlined in the Appendix A, attached hereto.

If you have general questions, please contact David Akerley, Manager, Officer Induction Development Program, at (450) 451-6711 Ext. or at [David.Akerley@cbsa-asfc.gc.ca](mailto:David.Akerley@cbsa-asfc.gc.ca).

Sincerely,

Keren Hawkins  
Director General  
Training and Development Directorate  
Human Resources Branch

Attachments: Appendix A  
Appendix B – Officer Trainee and BSO Work Descriptions

## APPENDIX A – «First\_Name» «Last\_Name»

### Position Information

Appointment process number: 14-BSF-EA-NBSO-FB-5555/16-BSF-EA-NBSO-FB-006  
 Position title: CBSA Officer Trainee  
 Position number: «Training\_Position\_\_FB02»  
 Group, sub-group and level: FB-02  
 Job Number: FBC058 / 20034554  
 Language requirements: English Essential  
 Security requirement: Secret  
 Branch: Human Resources Branch  
 Work location: «Port\_Location»  
 Work address: «Port\_Address»  
 Reporting location first day: «Report\_Location»  
 Start time first day: «Start\_Time»  
 Contact person & phone number first day: «Contact\_Person» / «Contact\_»  
 PRI: «PRI»

### Linguistic Requirements

This position requires proficiency in the use of the English language.

### Terms and Conditions of Employment

By accepting this offer, you agree to meet and maintain throughout your employment to a CBSA Officer Trainee position the following conditions of employment, failure to do so could result in termination for reasons other than misconduct or disciplinary.

- Successful completion of the Canadian Firearms Safety Course (CFSC) and the Canadian Restricted Firearms Safety Course (CRFSC) and pass the tests.
- Possess and maintain a valid driver's license that allows the holder to drive a motor vehicle in Canada.
- Possess and maintain a valid Standard First Aid Certificate from a qualified provider approved by any province or territory in Canada, and as defined in Part XVI of the Canada Occupational Health and Safety Regulations.
- Obtain and maintain a secret security clearance as per CBSA Security Standards.
- Carry, use and maintain CBSA-issued defensive equipment, in accordance with the CBSA's policies and directives. (The duties of a CBSA officer trainee will require you to carry and use a duty firearm as well as other defensive equipment such as oleoresin capsicum (OC) spray and a baton in accordance with the CBSA's policies and directives. You must meet and maintain the medical, behavioral, psychological and physical requirements and to re-certify in the use and maintenance of the duty firearm and defensive equipment.) .
- Work various shifts on rotation, weekends as well as statutory holidays.



- Wear and maintain a uniform as per the CBSA Uniform Policy and Standards of Appearance.
- Work overtime as required.
- Operate a government vehicle.
- Travel as requested (in Canada, Continental USA and/or International).
- Undergo a medical examination for isolated posts.
- Obtain and maintain a Transportation Security Clearance as required.
- Accept an assigned posting anywhere in Canada.

All employees are required to observe the *Values and Ethics Code for the Public Sector*, Appendix B of the *Policy on Conflict of Interest and Post-Employment*, and the CBSA *Code of Conduct*. These key documents are part of your terms and conditions of employment. By accepting this offer you undertake to comply with the requirements contained in these documents. These documents can be viewed at the following websites: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=25049>, <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=25178> and . If you do not have access to the internet or Atlas, please request printed copies from your manager.

If after having read these documents, you feel that you may be in a real, apparent or potential conflict of interest, you must report it. A report is to be made within 60 days of the effective date of this appointment or any subsequent appointment, transfer or deployment. This must be done in consultation with your manager. A designated official will assess the conflict situation and advise you accordingly. The report template can be obtained from your Staffing Advisor or at the following website:  
 and returned to your manager.

Employees wishing to engage in political activities must respect the requirements set out in Part 7 of the *Public Service Employment Act*. Further information regarding the rights and obligations of federal employees may be viewed at the following website: <http://www.psc-cfp.gc.ca/plac-acpl/index-eng.htm> or by contacting the CBSA's Designated Political Activities Representative at

The *Public Service Employment Act* outlines a requirement to take the oath or solemn affirmation. It will be administered to you as part of the OITP Program at the CBSA College on or before the end of the first day of your appointment. Please note that your appointment cannot take effect before the date on which you take and subscribe the oath or solemn affirmation.

Federal Government organizations participate in the Report on Hiring's Program, which is aimed at reducing and avoiding overpayments of Employment Insurance benefits. By accepting this offer, you consent to your Social Insurance Number and date of hiring being provided to Employment and Social Development Canada for the sole purpose of this Program.

### **Probationary Period**

In accordance with section 61 of the *Public Service Employment Act*, employees appointed from outside the public service to a Professional Development or Apprenticeship Program are subject to a probationary period for the duration of the program or twelve months, whichever is longer, excluding any periods of leave without pay, full-time language training or leave with pay in excess of thirty consecutive days and

any off-duty periods in the case of seasonal employees. Your probationary period will continue with any subsequent appointment or deployment until the probationary period has been completed.

For purposes of probation only, the date of appointment of an employee who requires job accommodation is considered to be the date on which the necessary accommodation is made. Once the job accommodation is made, you will be advised in writing of the effective date of your probationary period.

### **Workplace Accommodation**

Should you have workplace accommodation needs, please inform your manager prior to your date of appointment, or as soon as possible. For further information on the *Policy on the Duty to Accommodate Persons with Disabilities in the Federal Public Service*, please visit the following Website: [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/TB\\_852/ppaed\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/TB_852/ppaed_e.asp).

### **Pay and Benefits**

The salary range for this group and level is from \$64,234 to \$71,525 per year. Your salary will be in accordance with the *Directive on Terms and Conditions of Employment*.

You may also be eligible for commuting assistance under the *Commuting Assistance Directive*. This directive applies to all employees at a worksite where commuting assistance has been authorized. Please consult Appendix B – non-Exclusive List of Qualified Worksites and Designated Suitable Residential Communities.

The method of payment for new employees hired is by direct deposit to the financial institution of their choice. By accepting this offer of employment, you agree to provide the information required to establish direct deposit. Your registration to direct deposit will be done as soon as your banking information is received. You will need to register for the Compensation Web Applications (CWA) at: <http://publiservice.tpsgc-pwgsc.gc.ca/remuneration-compensation/index-eng.html> and log-in to your CWA account, where you will be able to view your pay stub online.

### **Union Dues**

Your employment is subject to the relevant collective agreement and the *Terms and Conditions of Employment Directive*. As collective agreements require the employer to deduct the amount of membership dues levied by the bargaining agent from the monthly pay of employees in the bargaining unit concerned, union dues will be deducted from your pay. However, there is a provision in collective agreements exempting an employee from paying union dues on grounds of conscience (for example, where an employee is a member of a religious organization whose doctrine prevents him or her, as a matter of conscience, from making financial contributions to an employee organization). In this situation, you may apply for an exemption, provided that you agree to make an equivalent contribution to a registered charitable organization.

### **Relocation (if applicable)**

#### **Initial Appointee:**

The Canada Border Services Agency agrees to provide you with relocation assistance up to a maximum of \$5,000, in accordance with the Treasury Board Secretariat Addendum - Initial Appointees Relocation Program ([http://publiservice.tbs-sct.gc.ca/pubs\\_pol/hrpubs/tbm\\_113/iairp-prinefp-eng.asp](http://publiservice.tbs-sct.gc.ca/pubs_pol/hrpubs/tbm_113/iairp-prinefp-eng.asp)).

The maximum relocation assistance for initial appointee relocation is \$5,000 unless advised otherwise. You are responsible for all costs over and above the maximum amount. In addition, you will be registered with Brookfield Global Relocation Services, the Contracted Relocation Service Provider (CRSP), to provide you with professional assistance such as counseling on your relocation benefits, guidance on accommodation at the new location and expense management.

Assistance shall only be extended if the appointee is prepared to sign a two-year service agreement specifying that if the appointee terminates employment and thereby fails to complete a continuous two-year period with the federal government, the employee shall repay directly to the engaging department, a portion of the relocation assistance provided, proportional to the period by which the employee's continuous service falls short of two years.

Within ten working days of signing the Letter of Offer and before making arrangements or incurring any expenses concerning your relocation, please contact relocation services by email at [Relocation-Reinstallation@cbsa-asfc.gc.ca](mailto:Relocation-Reinstallation@cbsa-asfc.gc.ca), who will provide you with information regarding your relocation process.

### **Employment Equity**

The Canada Border Services Agency is committed to having a skilled and diversified workforce representative of the population we serve. To meet this commitment, all employees, including those who are not members of a designated group, are encouraged to complete the Employee Self-Identification form at the following address: . The information gathered will enable us to meet our obligations under *the Employment Equity Act*, and to develop a demographic profile of our workforce. Any information you provide is protected under the *Privacy Act* and will be kept confidential.

### **Other**

The Canada Border Services Agency prohibits smoking in the workplace.

### **Acceptance or Refusal**

To confirm your acceptance or refusal of this offer, please sign and date below.

I, «First\_Name» «Last\_Name», have read and understood this offer of employment with a start date of «Start\_Date».

\_\_\_\_\_ I accept this offer.

\_\_\_\_\_ I decline this offer.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**FB-2: Annual rates of pay (in dollars)**

Effective Date	Step 1	Step 2	Step 3	Step 4
S) June 21, 2013		58078	60257	62516
A) June 21, 2014		58804	61010	63297
B) June 21, 2015		59539	61773	64088
Y) June 21, 2016: restructure		60908	63194	65562
Z) June 21, 2016: restructure		62658	64944	67312
C) June 21, 2016		63441	65756	68153
D) June 21, 2017		64234	66578	69005

**FB-3: annual rates of pay (in dollars)**

Effective Date	Step 1	Step 2	Step 3	Step 4
S) June 21, 2013		62697	65077	67553
A) June 21, 2014		63481	65890	68397
B) June 21, 2015		64275	66714	69252
W) June 21, 2016: restructure		64546	68418	72521
Y) June 21, 2016: restructure		66031	69992	74169
Z) June 21, 2016: restructure		67781	71742	75939
C) June 21, 2016		68628	72639	76888
D) June 21, 2017		69486	73547	77849



## Appendix 1

### Officer Induction Development (OID) Program

### CBSA Officer Trainee (Developmental) FB-02 and Border Services Officer (BSO) FB-03

### Work Descriptions

(Version November 2013)

PROTECTION

SERVICE

INTEGRITY



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INTÉGRITÉ

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## Work Description

### CBSA Officer Trainee (Developmental) FB-02

Position Number - Numéro du poste		Job Title -Titre du poste – <b>CBSA Officer Trainee (developmental)</b>	
Job Classification - Classification du poste <b>FB-02</b>	Job Type - Type d'emploi <input type="checkbox"/> Headquarters / Adm. centrale <input type="checkbox"/> Regional / Régional <input checked="" type="checkbox"/> National / National		Date d'entrée - Effective Date en vigueur <b>May 6, 2013</b>
Department/Agency- Ministère/organisme <b>Canada Border Services Agency</b>	Functional Authority -Autorité fonctionnelle		National Occupation Code - Code national des professions <b>1228</b>
Organizational Component - Composante organisationnelle			
Rating - Cotation <b>(2)030+(2)030+(2)025+(3)070+(1)010+(2)030+(C3)030+(3)010+(3)020+(3)010+(2)010=275</b>			
Geographic Location - Lieu géographique		Job/Generic Number - Numéro d'emploi / de générique <b>FBC058 / 20034554</b>	
Special Instructions - Instructions spéciales			
Supervisor Position Number - Numéro du poste du surveillant		Supervisor Position Title - Titre du poste du surveillant	
Supervisor Position Classification - Classification du poste du surveillant			

*This generic work description (GWD) covers all modes of operational functions: Travellers, Commercial, and Inland. In applying a GWD to a position the general rule is that it should represent around 80% of what is performed; there may be some aspects that not all positions at that level perform but generally it represents the nature and range of work. Since it encompasses a range of positions performing similar but not identical work not all jobs will perform all the functions in the work description.*



## **Organizational Context and Criteria**

As part of the Officer Induction Development (OID) Program, CBSA Officer Trainees will report directly to the Superintendent or Supervisor. These positions are under the guidance of BSOs, Superintendents and/or Supervisors. The position covers all modes of operational functions, i.e. Traveler's, Commercial and Inland, to gain operational experience, increase operational knowledge and consistently demonstrate the ability to apply analytical, communication and decision making skills. Officer Trainees deliver excellent, timely service that is courteous, professional and takes into account the expectations of a diverse clientele, while respecting the service standards, values and ethics and code of conduct set by the CBSA and the federal public service. Officer Trainees maintain vigilance and perform thorough interviews, referrals, targeting, examination and enforcement actions, and identify and interdict high risk activities effectively, safely, with integrity and professional fortitude and in accordance with CBSA policies and procedures. Competence is demonstrated with inspecting and examining people, documents, mail, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. Officer Trainees contribute to a work climate that is conducive to positive relationships with colleagues, supervisors, partners, other government departments and clients by demonstrating, through words and actions, the CBSA values of integrity, respect and professionalism. Officer Trainees commit to lifelong learning in day to day work, keeping abreast of, and understanding, the CBSA context and realities, and actively contribute to a healthy and safe work environment.

Duties assigned will be varied throughout the developmental phase to gain experience and demonstrate the ability to apply competencies to the operational environment. The duties assigned will be based on balancing operational need with available developmental opportunities.

## **Client Service Results**

As part of the CBSA's Officer Induction Development (OID) Program, and under general guidance, CBSA Officer Trainees will acquire the operational experience and competencies to consistently demonstrate the ability to apply technical knowledge, analytical, communication and decision making skills required, at the working level, to provide border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic, the identification and prevention of entry of people and goods that pose a potential risk, and the detention and removal of individuals who are inadmissible to Canada. Rotations through the different modes of operations may be assigned to deepen understanding and exposure to various operational service delivery situations. The duties assigned will be based on balancing operational need with available developmental opportunities.



## **Key Activities**

*As part of the developmental program; under the guidance of a Border Services Officer, Superintendent or Supervisor:*

Using well-established procedures, conducts case file duties, interviews, inspections, examinations, and verifications of people, goods and conveyances, both inside and outside CBSA offices, to reach facilitation or enforcement decisions, and when non-compliance is suspected or encountered to ensure compliance with the law.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Builds, develops, and maintains collaborative relations, interactions and exchanges with clients and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods.

Responsible for observing and respecting all CBSA standard operating procedures, guidelines and manuals to maintain the quality of service and ensure efficient and timely decisions.

Completes learning and development requirements as prescribed by the developmental program. Responsible for soliciting feedback from learning activities and work activities, to confirm, clarify and ensure understanding of operational requirements to gain experience, grow knowledge, and sharpen decision making skills to become an effective Border Services Officer.





### EMPLOYEE'S STATEMENT - DÉCLARATION DE L'EMPLOYÉ

I CERTIFY THAT I HAVE RECEIVED THIS WORK DESCRIPTION. / J'ATTESTE QUE J'AI REÇU CETTE DESCRIPTION DE TRAVAIL

NAME OF EMPLOYEE- NOM DE L'EMPLOYÉ

SIGNATURE

DATE

THE PUBLIC SERVICE LABOUR RELATIONS BOARD / LE RÈGLEMENT DE LA COMMISSION DES RELATIONS DE TRAVAIL DANS LA  
REGULATIONS PROVIDE EMPLOYEES WITH THE RIGHT TO SUBMIT A GRIEVANCE / FONCTION PUBLIQUE PERMETTENT AUX EMPLOYÉS(ES) DE PRÉSENTER UN  
CLASSIFICATION GRIEVANCE WITHIN 35 CALENDAR DAYS FROM THE DATE ON WHICH THEY ARE NOTIFIED OF A DECISION AFFECTING THE CLASSIFICATION OF THEIR POSITION. / GRIEF DE CLASSIFICATION DANS LES 35 JOURS DE CALENDRIER SUIVANT LA  
RÉCEPTION DE LA DÉCISION AFFECTANT LA CLASSIFICATION DE LEUR POSTE.

### SUPERVISOR'S STATEMENT - DÉCLARATION DU SURVEILLANT

THIS WORK DESCRIPTION ACCURATELY DESCRIBES THE WORK ASSIGNED TO THIS POSITION.  
CETTE DESCRIPTION DE TRAVAIL DÉCRIT ADÉQUATEMENT LE TRAVAIL ASSIGNÉ À CE POSTE.

NAME OF SUPERVISOR - NOM DU SURVEILLANT

SIGNATURE OF SUPERVISOR -  
SIGNATURE DU SURVEILLANT

DATE

### DELEGATED AUTHORITY - AUTORITÉ DÉLÉGUÉE

I APPROVE THE RESPONSIBILITIES DESCRIBED IN THIS WORK DESCRIPTION AND AUTHORIZE ITS USE IN THE LOCATION(S) INDICATED ABOVE.

J'APPROUVE LES RESPONSABILITÉS DÉCRITES DANS CETTE DESCRIPTION DE TRAVAIL ET J'AUTORISE SON UTILISATION À (AUX) L'ENDROIT(S) DE TRAVAIL MENTIONNÉ(S) CI-DESSUS.

NAME/TITLE - NOM/TITRE

CAMILLE THERIAULT-POWER  
VICE-PRESIDENT, HUMAN RESOURCES BRANCH  
VICE-PRÉSIDENTE, DIRECTION GÉNÉRALE DES RESSOURCES  
HUMAINES

SIGNATURE

DATE



## Skills

Basic fundamental and development of knowledge of the techniques and practices associated with conducting interviews and investigations, inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. The application and development of knowledge and experience is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe.

Fundamental understanding and application of knowledge of the legislation and standing operating procedures enforced by the CBSA such as the *Animal Health Act*, *Customs Act*, *Immigration and Refugee Protection Act* and *Plant Protection Act*, as well as basic knowledge of the other Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Fundamental understanding and application of knowledge of the *Criminal Code* and the *Charter of Rights and Freedoms* to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

Basic fundamental knowledge and understanding of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and complement each other in order to deliver CBSA's Admissibility and Enforcement programs. The incumbent is required to develop knowledge of the same aspects of other local and regional units within CBSA, such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Basic knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions.

Basic knowledge and understanding of the role, programs and services of various non-government organizations and industry sector to properly assist clients or participate in work groups.

Basic analytical skills in order to develop ability to analyze information obtained through observation, questioning, investigation, reviewing databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to



determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/ importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. The work must be carried out with professional fortitude, integrity, dignity and with the highest level of professionalism in order to uphold the ethical obligations. The work is done through the application of well-established procedures that sometimes has some complexity. At this level, the incumbent is developing skills to analyze situations and make decisions quickly.

Develops active listening and observation skills to question, advise and interview individuals. Assesses information to understand both content and intent and to detect missing information, errors and contradictions. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed.

Develops public speaking and presentation skills to ensure that oral communication is clear, concise and accurate to testify in legal proceedings. As part of the development of communication skills, furthers writing skills by writing concisely and clearly when completing notes, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

## **Effort**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a duty firearm or baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. Learns to conduct Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Developmental assignments to these teams can range in duration from one day to many months. There is a daily requirement to view computer screens and to use a keyboard. As there is an occasional requirement to use contraband detection equipment, develops techniques on how to use instruments; including but not limited to x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.



## **Responsibility**

*As part of the developmental program; under the guidance of a Border Services Officer, Superintendent or Supervisor:*

The work requires learning how to conduct investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

The work requires learning how to build and maintain a network of working relationships through the spirit of diplomacy and mutual cooperation with colleagues, management, members of other law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travellers and goods. Recognizes and respects the contribution, cultures and success of others and overall, works to ensure an open, respectful and safe work environment.

The work requires providing information and explanation to clients, stakeholders and affiliated organizations on well-established issues so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members.

The work requires learning how to conduct enforcement activities, and when to apply various levels of sanctions including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. However, learns how to apply discretionary abilities to make decisions that are balanced, fair and will withstand a legal challenge.

The work requires learning how to quickly observe, question and analyze data and make a decision as to whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada.

The work requires completing learning and development requirements, as prescribed by the developmental program.

## **Working Conditions**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for



exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease.

Working conditions include working various shifts, rotations, flexible hours, weekends and statutory holidays and overtime and wearing and maintaining a uniform, the required protective gear, firearms and defensive equipment associated with the job.

Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the *Canada Labour Code*) of deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallowers, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information**

The CBSA Officer Trainee developmental incumbent will be assigned various duties throughout the developmental phase to gain experience and demonstrate the ability to apply their skills and competencies to the operational environment. The duties assigned will be based on balancing operational need with available developmental opportunities.



## Work Description

### Border Services Officer (BSO) FB-03

Position Number	Position Title <b>Border Services Officer</b>
Position Classification - <b>FB 03</b>	National Occupation Code
Department/ Agency : <b>Canada Border Services Agency</b>	Effective Date : <b>2007-02-21</b>
Organizational Component <b>Operations Branch</b>	
Geographic Location: <b>NATIONAL</b>	Job/Generic Number <b>FBC012</b>
Supervisor Position Number	Supervisor Position Title
Supervisor Position Classification	
Language Requirements	Linguistic Profile
Communication Requirements	
Office Code	Security Requirements

Border Services Officer

Date Created: 2007-01-30  
Last Modified: 2007-01-30



## **Client Service Results**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.



<b>Employee's Statement - Déclaration de l'employé</b>	
<p>I have been given the opportunity to read and comment on the content of this work description. J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.</p>	
Name of Employee - Nom de l'employé	<div style="display: flex; justify-content: space-between;"> <div>Signature</div> <div>Date</div> </div>
<b>Supervisor's Statement - Déclaration du surveillant</b>	
<p>This work description accurately describes the work assigned to this position. Cette description de travail décrit adéquatement le travail assigné à ce poste.</p>	
Name of Supervisor - Nom du surveillant	<div style="display: flex; justify-content: space-between;"> <div>Signature of Supervisor - Signature du surveillant</div> <div>Date</div> </div>
<b>Authorization - Autorisation</b>	
Name of Manager - Nom du gestionnaire	<div style="display: flex; justify-content: space-between;"> <div>Manager's Signature - Signature du gestionnaire</div> <div>Date</div> </div>

## Skills

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of





documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the *Animal Health Act*, *Customs Act*, *Immigration and Refugee Protection Act* and *Plant Protection Act*. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the *Criminal Code* and the *Charter of Rights and Freedoms* is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and complement each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multiagency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during



examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

## **Effort**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examinations at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. As a team member conducting Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Assignments to these teams can range in duration from one day to many months. There is an integral and continuous daily requirement to view computer screens and to use a keyboard, concentrate on reading body language and watching and listening to peoples' responses. There is an occasional requirement to use instruments including x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

## **Responsibility**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.



Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallowers, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information**

No attachments were found

Border Services Officer

Date Created: 2007-01-30  
Last Modified: 2007-01-30